

# Mecklenburg County Area Mental Health Authority

## The Impact of Consumer and Family Involvement on MH/DD and SAS Services

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# Agenda

**1. Key Components for CFAC Involvement**

**2. Local Impact**

**3. Questions**



## Key Components

- Initial reform called for the formation of CFACs by every LME
- Provides an opportunity for consumers and families to be at the table to help shape, implement and evaluate the reform process
  - Important to set aside personal agendas to focus on system reform
  - Education of CFAC members critical



## Key Components

- Strong unbiased CFAC leadership important
- Knowledgeable and supportive liaison from LME senior management creates positive linkages
- Independent structure with hands off from the LME except for support



## Impacts

- Helping to change the culture within the community to make it a norm to include consumers and families when policy issues are being addressed
- Seen as a critical entity by the community legitimizing the value of the consumer voice
- Positive influence on the system holding the LME accountable



# Local Impacts

- Evaluate new and/or controversial policies
  - Wrote the Consumer Choice Policy to reflect the Reform philosophy
  - Supported the philosophy of 'Work First' and the movement away from Sheltered Workshops to Supported Employment & Community Inclusion for individuals with Developmental Disabilities.
  - Supported the creation of the Provided Services Organization for the LME to directly provide services acting as a community safety net
  - Supported the development of peer support services
  - Supported the policy for county dollars not to be spent for out of state placements for adolescents, or to fund family members as providers.
  - Supported the LMEs 'Jail Diversion' Initiative.



## Local Impacts

- Facilitate communication with consumers via newsletters and other mediums of communication
  - Offers advice on content and how best to impact a diverse consumer population
  - Developed 'How to Choose a Provider' (questions to ask, what you should expect) for the Consumer Guide
- Warm line development – worked with researcher from UNCC to develop need; participated in the provider selection process
- Participant in endorsement appeals at the local level



## Local Impacts

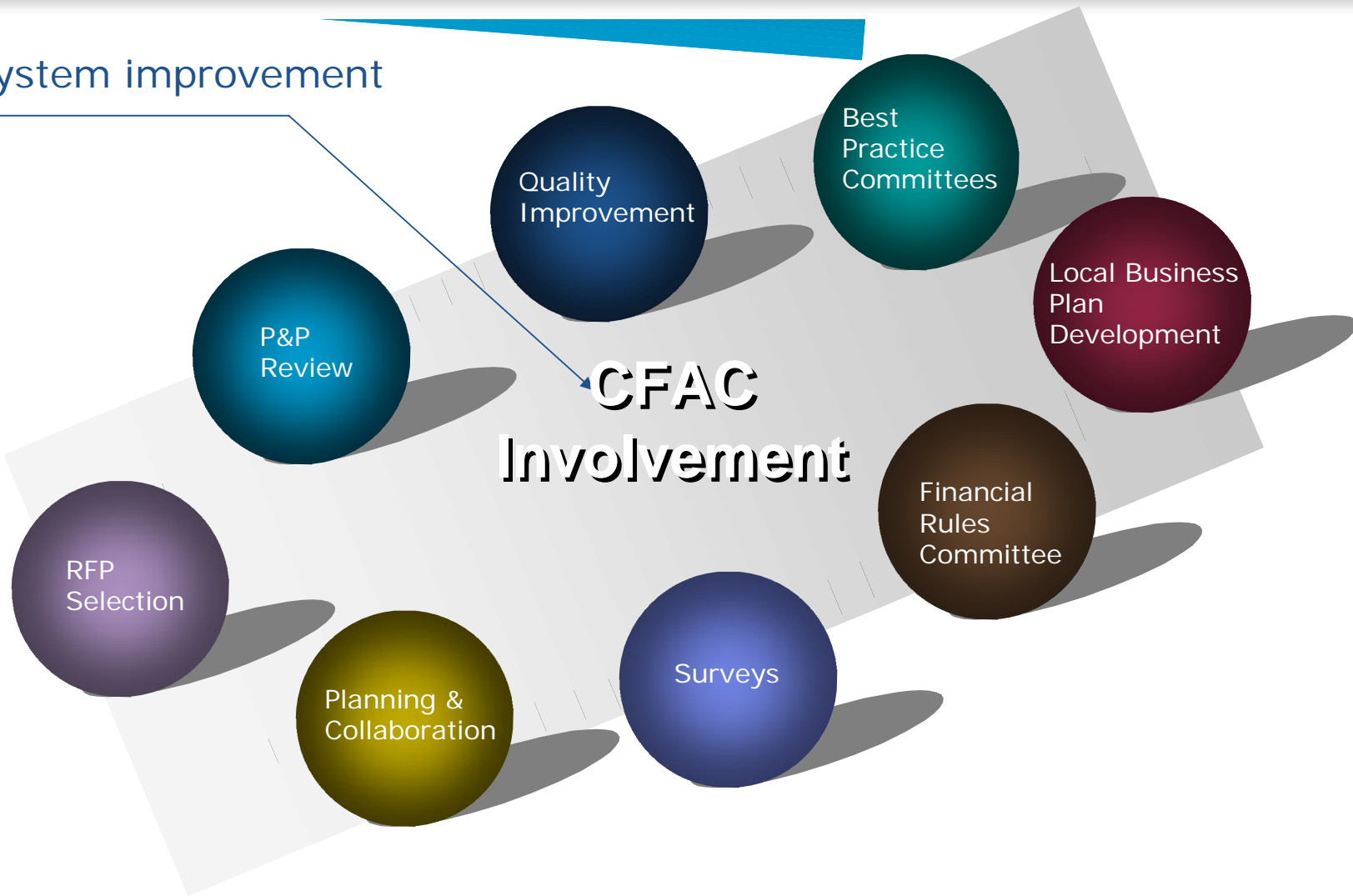
- Member of the local Planning and Collaboration Committee which is overseeing the implementation of reform in Mecklenburg County
- Participants in the development of a provider report card process
- Initiating increased collaboration among the many local disability advocacy groups and fostering self-advocacy.
- Participates in the LMEs quarterly 'InfoShare' meetings with providers.





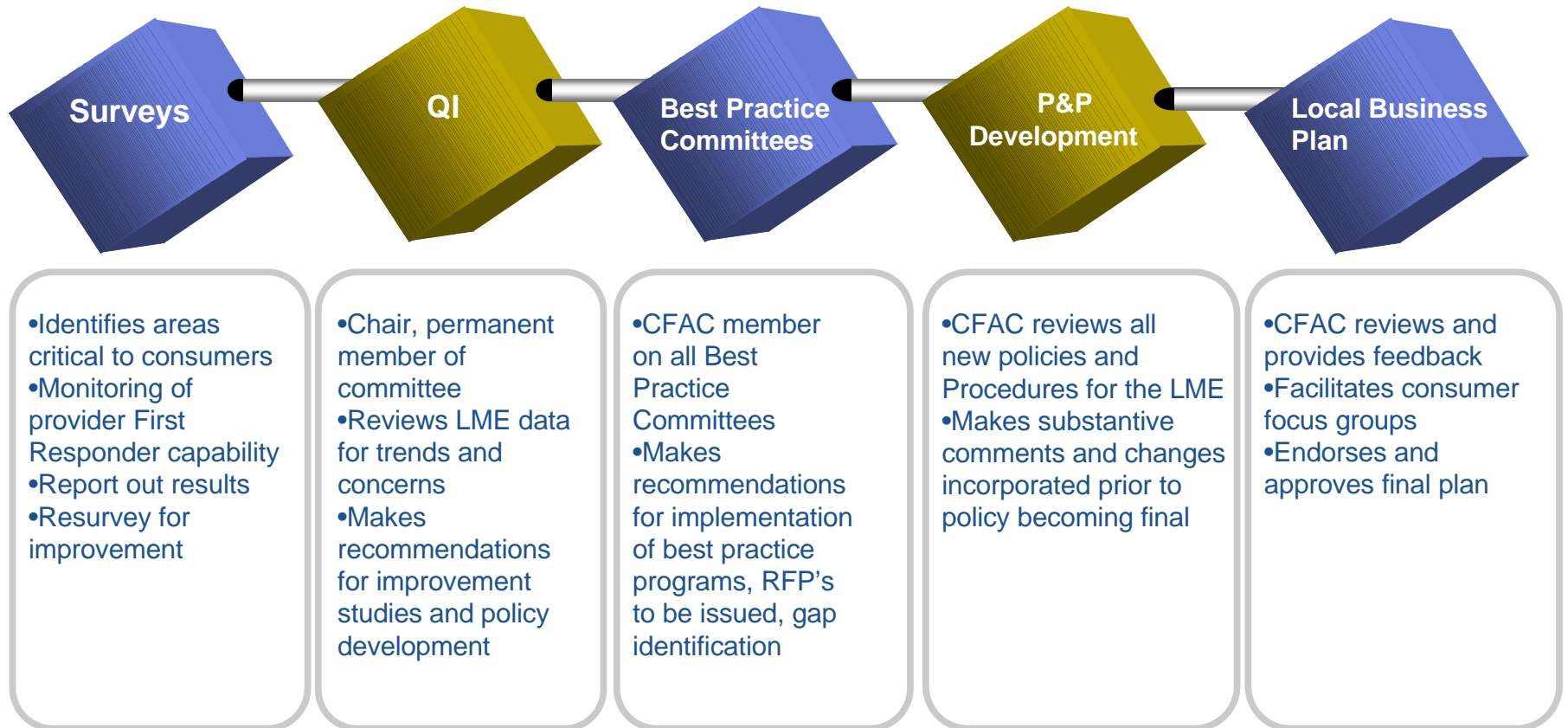
# CFAC Involvement in the LME

System improvement





# CFAC Involvement in the LME





# RFP Provider Selection Process

## Staff Review

- Gap Identified through Best Practice Committee
- RFP Developed and advertised
- Providers submit proposals
- Staff review for minimum requirements met

## Community Review

- Unique stakeholder group identified and selected to include CFAC member
- Provider presentations made from top 3 providers
- Recommendation made to CFAC

## CFAC Review

- CFAC reviews written report from Community Committee
- Makes recommendation to Area Director for Provider Selection



## Learning from CFAC

- Pivotal voice at the table to inform decision making from a consumer perspective
- Holds LME accountable to be consumer focused, consumer driven and consumer friendly
- "Nothing about me without me"

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## Questions?

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